

## Postal Issues

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### How do I find a zip code?

I have the address, but I do not know the zip code. Click [here](#) You will be asked to fill in the address. When you submit the address, the search program will find the zip code for you.

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### I'm moving. Do I have to go to the post office to notify them of my new address?

No. You can file a change of address [form on-line](#) .

Please note: this form can also be used for a temporary relocation.

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### What should I do if I think my First-Class Mail is lost?

When First-Class Mail does not arrive, the post office has no sure way of knowing what may have happened to the item. Only Registered Mail and Express Mail items are accounted for during their entire journey through the mail system. However, you can file a complaint regarding your non-received mail with the USPS.

If expected mail has not arrived after sufficient time has elapsed (please wait 14 days from its date of mailing), please fill out PS Form 1510, Mail Loss/Rifling Report. This form is available at your local post office. Another option you have is to contact your local Consumer Affairs Claims

and Inquiry office.

Whichever way you choose, a postal employee will assist you in completing your inquiry. Specifics will be directed to the Inspection Service Operation Support (ISOS) office for the state in which the article was mailed.

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### **How can I report a problem or file a complaint?**

The USPS is currently using a method of capturing customer complaints and eliminating the complaint card used at Post Office facilities. This new and expanding program will permit you to submit complaints in one of three ways:

- Filing a complaint online by visiting the USPS website and clicking the contact us link at the bottom of the page. It will ask you to submit your question; however, it is the link the USPS recommends for filing a complaint.
- Calling 1-800-ASK-USPS (1-800-275-8777).
- Speaking to the Station Manager at a local Post Office.

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### **What can I do if I need immediate assistance?**

If you need immediate assistance, please give USPS a call.

### **General Information**

1-800-ASK-USPS® or (800) 275-8777

Hours of Operation:

Monday through Friday from 8:00 a.m. to 8:30 p.m. (Eastern Time)

Saturdays from 8:00 a.m. to 6:00 p.m. (Eastern Time)

Closed Sundays and Holidays

### **Domestic Package Tracking**

1-800-222-1811

Hours of Operation:

Monday through Friday from 7:30 a.m. to 10:30 p.m. (Eastern Time)

Saturdays, Sundays and Holidays from 9:00 a.m. to 8:00 p.m. (Eastern Time)

### **International Package Tracking**

1-800-222-1811

Hours of Operation:

Monday through Friday from 8:00 a.m. to 9:30 p.m. (Eastern Time)

Saturdays from 9:00 a.m. to 7:00 p.m. (Eastern Time)

Closed Sundays and Holidays

### **TDD/TTY**

1-877-877-7TDD (1-877-877-7833)

Hours of Operation:

Monday through Friday from 7:30 a.m. to 10:00 p.m. (Eastern Time)

Saturdays from 8:00 a.m. to 8:00 p.m. (Eastern Time)

Sundays and Holidays from 9:00 a.m. to 8:00 p.m. (Eastern Time)

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